



HomeSmart Repair Plan Terms and Conditions

Xcel Energy HomeSmart maintenance and repair service plans (hereafter "Repair Plans") are designed to help you keep your home's appliances running safely and efficiently. The Repair Plan consists of a variety of products and services that protect and maintain your home's vital appliances. You can customize the Repair Plan by choosing the appliances you want to enroll and the services and coverages that fit your budget. This Terms and Conditions document is applicable to the following HomeSmart products and services: Essential Repair Plan, Premium Repair Plan and Preventive Maintenance.

The Repair Plan is offered by Northern States Power Company, a Minnesota corporation, d/b/a Xcel Energy, and the Public Service Company of Colorado, a Colorado corporation, d/b/a Xcel Energy (hereafter collectively referred to as "Xcel Energy"). The Repair Plan is not regulated by the Colorado Public Utilities Commission or the Minnesota Public Utilities Commission.

- 1. One Year Agreement:** You are purchasing the Repair Plan for one full year. Your Repair Plan is payable in twelve equal monthly installments starting when your enrollment is approved. Unless you or Xcel Energy cancel the agreement by notice given within 30 days of your agreement anniversary date, it is automatically renewed for the next 12 months at the price, terms and conditions then in effect. Your initial payment signifies acceptance of this agreement. If you add additional coverage or additional appliances or equipment, or any other additional options, within a contract year, the expiration date of your Repair Plan is extended to 12 months from the date the new coverage was added.
- 2. Single Family Residence:** Your Repair Plan applies to one single-family residence per agreement.
- 3. Coverage Start:** Coverage will begin upon approved enrollment, subject to paragraph 4. You will receive a letter and/or email confirming the start date, coverage selected, and pricing. If you decide within 30 days of enrollment that the program is not for you, and you have not made a claim, you may contact a HomeSmart account representative at 866-837-9762 to cancel without obligation.
- 4. Equipment Operating Condition:** Appliances and other equipment covered under the Repair Plan must meet local building code requirements and be in good operating condition at the time the Repair Plan coverage begins. Pre-existing conditions will not be covered under the Repair Plan. Xcel Energy reserves the right to refuse coverage on any appliance or equipment determined to have a pre-existing condition. If you have a service need within the first 30 days of enrollment, the repair will be completed, but defined as a "pre-existing condition" and billed at the regular service rate. Xcel Energy will bill you for service provided on "pre-existing conditions" in three equal monthly payments at 0% interest with approved credit.
- 5. Parts and Technicians; Authorized Repairs:** Xcel Energy may use its employees (hereafter "Service Technicians") or qualified, local, and industry trained independent providers (hereafter "Service Providers") to perform covered service. The Repair Plan is not responsible for charges or fees for service or parts purchased or installed by you or performed by anyone other than a Service Technician or a Service Provider.
- 6. Parts Availability:** Xcel Energy reserves the right to restrict specific makes of equipment from eligibility due to availability of parts from the manufacturer. The choice of parts to be used shall be at the sole discretion of Xcel Energy.
- 7. Right to Refuse Repair:** If Xcel Energy estimates the cost of a covered repair to be more than the value of your appliance, or if covered parts are no longer available, Xcel Energy may decline to make the repair and recommend that you replace the appliance or other covered equipment. However, we may be able to assist you through rebates, offers or payment plans.
- 8. Moving And Relocation; Cancellations:** If you move or relocate outside the Repair Plan territory, you can terminate the agreement if you have filed no claims in the previous 12 months. If you have had service during that time, a cancellation fee shall apply. If you move into another area served by the Repair Plan, your agreement will be transferred to your new address. In either case, **you must contact a HomeSmart account representative to cancel or transfer your account.**
- 9. Safe Access:** Service Technicians and Service Providers must have safe access to, and safe working conditions at and around, the appliances and equipment, or service may be declined. Covered appliances must be located in temperature-controlled spaces, and the work area must have adequate wired lighting, space and cleanliness to perform the work. Specifically, attics, crawlspaces and rooftops provide additional challenges. It is your responsibility to ensure a safe pathway and access in and around the equipment. If access is not adequate, it is your responsibility to improve the access at your expense. Work cannot be performed if the temperature in the space exceeds 85 degrees Fahrenheit. Safety and access of the work area is at the sole discretion of the Service Technician or Service Provider. Xcel Energy will not be required to perform services if any asbestos hazard exists, until it has been determined by the Service Technician or Service Provider in their sole discretion that the hazard has been eliminated.
- 10. Business Hours:** Priority repair calls are answered 24 hours a day, 365 days a year. Priorities constitute either i) no heat repair calls are from dates of October 15th to April 15th or ii) actively leaking water sourced from a covered appliance or system not controlled by a stop valve. Routine repair, maintenance and service call scheduling is provided Monday through Friday during normal working hours. If you smell gas or suspect a gas leak, leave immediately and call 911.

11. **HomeSmart Account: Xcel Energy reserves the right to withhold or cancel your HomeSmart service if your HomeSmart account is past due.** Any disputes to Repair Plan charges must be made within 90 days of the invoice date. You accept all charges not disputed within 90 days. In addition, if you fail to pay for services rendered and collection efforts become necessary, you shall be responsible for any fees, including attorney fees, that result from failure to pay.
12. **Repaired Or Replaced Appliances:** Appliances on the Repair Plan, including appliances that have been repaired or replaced, may not be substituted or removed from the Repair Plan during the 12 months following enrollment, service or replacement.
13. **Consent To Disclose Utility Customer Data.** In order for us to most effectively service your account, the HomeSmart account representative may require your authorization to access certain information maintained about you by your utility service provider, Xcel Energy, including your name, your billing address, physical address, the name of any other individual authorized to act on your behalf, etc.
14. **Your Responsibilities to Xcel Energy.** You agree to protect and hold harmless Xcel Energy from any and all claims, damages and liability caused by your fault or negligence, or your failure to comply with this agreement. If Xcel Energy is made a party (without fault on its part) to any lawsuit or arbitration started by or against you, you agree to protect and hold Xcel Energy harmless, and to pay all costs, expenses and attorneys' fees and costs incurred or paid by Xcel Energy in connection with that lawsuit or arbitration. You also agree to pay all costs, expenses and attorneys' fees that Xcel Energy may incur or pay in enforcing this agreement.

Appliance Coverage & Exclusions Under the Xcel Energy HomeSmart Repair Plan:

Xcel Energy HomeSmart strives to ensure the continuous operation of your heating, cooling and hot water systems, and your household appliances. The following sections highlight the specific components of your equipment that will be covered.

When considering coverage for the appliances and systems in your home, it is important to understand the inclusions and limitations of coverage. Appliances can range significantly in terms of age, cost and complexity. Coverage from Xcel Energy HomeSmart is intended to cover basic and primary operation of standard equipment.

Typical repair exclusions include parts/repairs that are non-critical and/or cosmetic in nature, accessories and/or components that are not part of the appliance, and failure of components that are life cycle ending. Also, non-critical features of high-end appliances (not affecting primary operation) may not be covered.

While Xcel Energy will make every effort to repair your equipment, appliances are not intended to last forever. Those past their intended service life are generally not repairable, often due to parts no longer being available, critical component failure and/or the value of the equipment being lower than the cost to repair. Our Replacement Assistance Coverage is a great option to assist with appliance replacement, should it be required.

Finally, it is important for you, the appliance owner, to perform regular maintenance as suggested by the manufacturer. Xcel Energy may not cover repairs to equipment that has been neglected or where reasonable maintenance and upkeep have not been performed.

Your Repair Plan is designed to cover most serviceable parts, but there may be exceptions. It is important to read and fully understand these terms and conditions. Xcel Energy reserves the right to make any and all decisions regarding coverage service or covered items.

Coverage Overview:

Your covered equipment will depend upon the Repair Plan and equipment you select for coverage. The following items are covered for the specific equipment selected for coverage under your chosen Repair Plan. The Repair Plan may be limited by the Coverage Exclusions, pursuant to the description and list in the Exclusions section of this document.

CENTRAL AIR CONDITIONER/HEAT PUMP	EVAPORATIVE COOLER
Capacitor	Bearings
Circuit Boards	Belts & Pulleys
Condensate Drain Line	Blower Wheel
Condenser Cleaning (as necessary for operation)	Circuit Boards
Contactors	Float Valve Assembly
Fan Control	Motor
Fan Motor	Pump
Fuses	Switches
Heater Element (external from compressor)	
Limit Controls	

Refrigerant (annual 1 lb. maximum)	
Relays	
Switches	
Thermostat (standard)	
Transformer	
Wiring Harness (if accessible)	
FURNACE	BOILER
Belts & Pulleys	Aquastat
Blower Wheel	Primary Circulating Pump
Burners	Circuit Boards
Capacitors	Primary Pump Flanges
Circuit Boards	Gas Control Valve
Condensate Drain Line	High Limit Cut-Off
Condensate Neutralizer Kit	Ignitor
Condensate Trap	Inducer Motor Assembly
Fan Control	Low Water Cut-Off
Fan Motor	Pressure Gauge
Flame Sensor	Primary Pump Coupler
Fuses	Relays
Gas Control Valve	Relief Valve
Heating Element	Sensor
Ignitor	Thermocouple
Inducer Motor Assembly	Thermostat (standard)
Limit Controls	Transformer
Main Burner	Wiring Harness
Manifold	
Metal Vent (connector to chimney)	
Pilot Assembly	
Relays	
Sensors	
Sequencer	
Switches	
Thermocouple	
Thermostat (standard)	
Transformer	
Wiring Harness (if accessible)	
WATER HEATER (Gas or Electric)	GAS FIREPLACE
Burner Screen	Blower Assembly
Drain Valve	Burners
Ignitor	Circuit Boards
Flame Sensor	Flame Sensor
Fuses	Gas Control Valve
Gas Control Valve	Ignitor
Heater Element	Motor
Inducer Motor Assembly	Pilot Assembly
Limit Controls	Switches
Main Burner	Thermocouple
Metal Vent (connector to chimney)	Thermopile
Pilot Assembly	Transformer
Pressure Switch	
Relays	
Relief Valve	
Sensors	
Switches	
Thermocouple	
Thermopile	
CLOTHES WASHER	CLOTHES DRYER
Agitator	Belts & Pulleys
Belts & Pulleys	Blower Wheel
Buttons & Knobs	Buttons & Knobs
Clamps	Capacitors

Clips	Circuit Boards
Circuit Boards	Clips
Control Console	Control Console
Coupler	Door Catch
Dispensers	Drum Vanes
Door Catch	Fuses
Door Seals & Boot	Gas Control Valve
Drive Motor	Gaskets & Seals
Fuses	Handles
Gaskets	Heater Element
Handles	Hinges
Hinges	Ignitor
Original Equipment Power Cord (Service Cord)	Limit Controls
Relays	Lint Filter
Rotor/Stator	Main Burner
Sensors	Motor
Shocks	Original Equipment Power Cord (Service Cord)
Supply Hoses	Relays
Switches	Rollers/Glides
Timer	Roller Shaft
Water Pump Assembly	Sensors
Water Valves	Solenoid
Wiring Harness (if accessible)	Springs & Cables
	Switches
	Thermostat
	Timer
	Wiring Harness (if accessible)
REFRIGERATOR	FREEZER (STANDALONE)
Air Damper	Capacitors
Capacitors	Circuit Boards
Circuit Boards	Condenser Cleaning
Condenser Cleaning	Defrost Heater Drain
Defrost Drain Cleaning	Defrost Drain Cleaning
Defrost Drain Heater	Door Cam
Door Cam	Door Shim
Door Shim	Door Closer
Door Closer	Fan Motor
Fan Blade	Fuses
Fan Motor	Gaskets & Seals
Fill Tube Heater	Limit Controls
Fuses	Original Equipment Power Cord (Service Cord)
Gaskets & Seals	Relays
Hinges	Switches
Icemaker	Thermostat
Icemaker Fill Tube	Timer
Limit Controls	Wiring Harness (if accessible)
Mullion Heater	
Original Equipment Power Cord (Service Cord)	
Relays	
Sensors	
Switches	
Thermostat	
Timer	
User Interface (cooling functions only)	
Water Valve	
Wiring Harness (if accessible)	
RANGE/OVEN	COOKTOP
Burners	Burners
Buttons/Knobs	Buttons & Knobs
Circuit Boards	Circuit Boards
Control Console	Elements
Elements	Fuses
Fan Control	Gas Control Valve

Fan Motor	Gaskets & Seals
Fuses	Ignitors
Gas Control Valve	Indicator Lamps
Gaskets & Seals	Limit Controls
Handles	Manifold
Hinges	Original Equipment Power Cord (Service Cord)
Ignitors	Receptacles
Indicator Lamps	Regulator
Limit Controls	Relays
Locking Mechanism	Spark Module
Manifold	Switches
Pilot Assembly	Wiring Harness (if accessible)
Original Equipment Power Cord (Service Cord)	
Receptacles	
Regulator	
Relays	
Sensors	
Spark Module	
Springs & Cables	
Switches	
Thermocouple	
Thermostat	
Wiring Harness (if accessible)	
WALL OVEN	DISHWASHER
Burners	Check Valve
Buttons/Knobs	Circuit Boards
Circuit Boards	Control Console
Elements	Dispensers
Fan Control	Door Catch
Fan Motor	Drain Hose
Fuses	Float Assembly
Gas Control Valve	Fuses
Gaskets & Seals	Gaskets & Seals
Handles	Handles
Hinges	Hinges
Ignitors	Heater Element
Locking Mechanism	Limit Controls
Manifold	Piston & Nut
Pilot Assembly	Original Equipment Power Cord (Service Cord)
Original Equipment Power Cord (Service Cord)	Rack Roller
Regulator	Relays
Receptacles	Sensors
Relays	Spray Arm
Spark Module	Springs & Cables
Springs & Cables	Thermostat
Switches	Timer
Thermocouple	Tower
Thermostat	Water Pump Assembly
Wiring Harness (if accessible)	Water Valves
	Wiring Harness (if accessible)

Exclusions Overview:

1. **Installation, Inspection:** Repair Plan service does not include appliance installation, disconnection, inspection and manufacturer recommended maintenance or recalls, removal of old appliances, and certification of appliances or systems.
2. **Abnormal Conditions, Hazards and Conditions Beyond Our Control:** Repair Plan service does not cover any materials, parts or labor required as a result of abuse, vandalism, fire, freezing, inadequate or defective electrical wiring, plumbing, power or water supply outages, corrosion, negligence, flood, flooded basements, rodents, acts of nature or other abnormal conditions, improper installation, misuse, manufacturer defects or manufacturer recalls. Xcel Energy will not perform repairs that in Xcel Energy's sole discretion (or the discretion of the Service Technician or Service Provider) would violate a local, state or federal law, code or regulation.

3. **Damages and Limitations on Recovery:** Xcel Energy is not responsible for any damages, illness or injury caused by delays, refusal to service, availability of parts, labor difficulties and other conditions beyond our control. Xcel Energy is not responsible for costs of food spoilage or other incidental damages in any circumstance, due to a malfunctioning or inoperable appliance or system. The responsibility and liability of Xcel Energy for payment of damages to you, shall not exceed the reasonable market cost for repair or replacement of the item or equipment covered under the Repair Plan that is damaged or in dispute.

4. **Heating and Cooling Systems Limitations:** Repair Plan service is limited to the HVAC primary appliance and does not include accessories, such as humidifiers, electronic air cleaners, air purifiers, zoning controls and systems, and air exchangers. Water heaters used for residential heating must carry both water heater and heating coverage for heating repairs to be performed. Service also does not include replacement of dirty or damaged media filters, which are the customer's responsibility and part of regular maintenance and upkeep.

Leaking air conditioning refrigerant does not constitute appliance failure, and Repair Plan service does not include identification and repair of refrigerant leak(s). Further, the Environmental Protection Agency (EPA) establishes guidelines for refrigerant use and handling, and Xcel Energy complies with these regulations.

Thermostat batteries should be replaced on a regular basis and checked frequently. Service calls for inoperative HVAC equipment due exclusively to loss of battery power at the thermostat will be billed at the normal service rate.

5. **Cosmetic, Flues and Venting:** Repair Plan service does not include parts, labor or failure of appliance cabinets, linings, frames, paint, finishes, flues or venting systems beyond the appliance covered under the Repair Plan.

6. **Commercial Appliances:** Repair Plan service does not cover non-residential appliances or equipment, such as roof-top units, coin-operated clothes washers or dryers, and commercial appliances.

7. **Miscellaneous:** Repair Plan service does not include any other appliances, part, or related labor not shown on the Coverage List; any appliance which is missing the manufacturer's original model and serial data plate.

CENTRAL AIR CONDITIONER/HEAT PUMP	EVAPORATIVE COOLER
Window Units	Water Supply
Geothermal	Water Distribution System
Ductless Systems or Mini-Splits	Filters
Evaporator Coil	Damage due to freezing or lack of winterization
Condensing Coil	
Condensate Pump	
Compressor & Associated Refrigerant Lines	GAS FIREPLACE
Reversing Valve	Vent Free Units
Hard Start Kit	Sand Pan Conversions
Electrical Whip or Connections	Gas Shutoff Valves
Refrigerant Leak Test	Venting
Costs associated with the reclaim/recycling of refrigerants	Fire Logs
Xcel Energy will only add refrigerant if the leak source has been repaired or the leaking component replaced	Ceramic Tiles/Tempered Glass
HVAC Accessories such as Humidifiers, Electronic Air Cleaners, Zoning Systems, Air Purifiers, Air Exchangers	Gaskets
Filter Replacement	Remote Controls & Remote Sending Unit
Thermostat Batteries	Batteries
FURNACE	BOILER
Models: Amana HTM, Glo-Core, Hydro-Pulse	Steam Boilers
Lennox Complete Heat or Pulse	Wall-Mounted Units
Wall Furnaces	Glycol
Plenum Heaters	Conversion Burners
Oil Furnaces	Oil Burners
Space Heaters or Garage Heaters	Boiler Sections
Conversion Burners	Expansion Tanks
Heat Exchanger	Hydronic Coil
Gas Shutoff Valves	Back Flow Preventer
Condensate Pump	Condensate Pump
Condensate Collector Box	Water Supply Valve

HVAC Accessories such as Humidifiers, Electronic Air Cleaners, Zoning Systems, Air Purifiers, Air Exchangers	Fill Valve/AutoFill Valve
Filter Replacement	Gas Shutoff Valves
Thermostat Batteries	Air/Bleeder Vents
	Zone Controls & Accessories
	Zone Valves
WATER HEATER	Zone Pumps
Wall-Mounted or Tankless Units	Draining
Water Heater Tanks	Heat distribution components including piping, radiators, baseboard and in-floor heat, and water storage tank
Cleaning	
Draining	
Hydronic Coil	
Circulating Pump	
Gas Supply Piping	
Water Supply Piping	
Water Shutoff Valve	
Gas Shutoff Valve	
Dip Tube	
Tank Flue Baffle	
Anode Rod	
REFRIGERATOR	CLOTHES WASHER
Compressor or Associated Refrigerant Lines/Coils	Clutch/Brake
Sealed Refrigeration Unit	Transmission/Basket Drive
Water/Ice Dispenser	Main Bearing & Seal
Water Supply Line	Tub/Basket
Hard Start Kit	Water Shutoff Valves
Doors/Handles	Pedestals
Door Rails	
Light Bulbs	CLOTHES DRYER
Refrigerant Leak Test	Drum
Units <14 cubic feet	Venting
Units in unconditioned areas/spaces	Steam-Related Parts
Costs associated with the reclaim/recycling of refrigerants	Gas Supply Piping
Cameras, interactive display panels and associated connectivity not necessary for refrigeration	Gas Shutoff Valves
Wifi connectivity issues	Light Bulbs
Removal or reinstallation of built-in refrigerators	Pedestals
	FREEZER (STANDALONE)
COOKTOP	Compressor
Induction Units	Refrigerant
Ceramic/Glass Cooktops	Units <7 cubic feet
Exhaust Systems	Units in unconditioned areas/spaces
Gas Supply Piping	Costs associated with the reclaim/recycling of refrigerants
Gas Flexible Connectors	
Gas Shutoff Valves	
Glass Door Panels	
Hood	
Analog Clocks	
Light Bulbs	
DISHWASHER	RANGE/OVEN
Water Supply Line/Drain Line	Induction Units
Water Shutoff Valves	Microwave ovens and/or microwave oven components
Tub	Over the range microwave/convection oven
Dishwasher Racks	Ceramic/Glass Cooktops
Door Panel	Exhaust Systems
	Steam-Related Parts
WALL OVEN	Gas Supply Piping
Microwave ovens and/or microwave oven components	Gas Flexible Connectors
Exhaust Systems	Gas Shutoff Valves
Gas Supply Piping	Glass Door Panels
Gas Flexible Connectors	Hood

Gas Shutoff Valves	Analog Clocks
Glass Door Panels	Light Bulbs
Wiring Harness (if accessible)	
Analog Clocks	
Light Bulbs	



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